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24739 7590 01/07/2008

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Sheri Beasley (Depositor's name)
Sheri Beasley (Signature)
04-01-2008 (Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/387,616	08/31/1999	DAN KIKINIS	P3233D1	2803

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROVIDING AN INTERACTIVE HOME AGENT WITH ACCESS TO CALL CENTER FUNCTIONALITY AND RESOURCES

APPLN. TYPE	SMALL ENTITY	ISSUE FEE DUE	PUBLICATION FEE DUE	PREV. PAID ISSUE FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1440	\$0	\$0	\$1440	04/07/2008

EXAMINER	ART UNIT	CLASS-SUBCLASS.		
ADDY, THUAN KNOWLIN	2614	379-265010	04/03/2008 SDENB084 00000075 09387616	01 FC:1501 1440.00 OP

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).
- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
- ☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list
- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
- (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

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 2 Patent Agency,
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3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Genesys Telecommunications
Laboratories, Inc.

Daly City, CA

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

4a. The following fee(s) are submitted:

- ☒ Issue Fee
- ☐ Publication Fee (No small entity discount permitted)
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5. Change in Entity Status (from status indicated above)

- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

Donald R. Boys

Date

04-01-2008

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35,074

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Date of Deposit: **04/01/2008**

Ref: Case Docket No.: **P3233D1**

Application of: **Dan Kikinis et al.**

Serial Number: **09/387,616**

Filing Date: **08/31/1999**

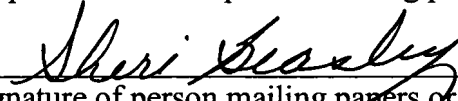
Title of Case: **Method and Apparatus for Providing an Interactive Home Agent with Access to Call Center Functionality and Resources**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner for Patents, Alexandria, VA 22313-1450.

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2. Check for fees in the amount of \$1,440.00.
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Sheri Beasley

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